



**The County of Santa Clara
California**

Approved
Jan 15, 2019 9:30 AM

**Agreement/Amendment
91076**

Approve retroactive Agreement with Professional Research Consultants, Inc., relating to providing patient satisfaction and patient experience surveys in amount not to exceed \$4,195,000 for period January 1, 2019 to December 31, 2021 with two one-year extension options, that has been reviewed and approved by County Counsel as to form and legality.

Information

Department: Santa Clara Valley Medical Center (Santa Clara Valley Health and Hospital System)
Sponsors:
Category: Agreement

Attachments

[Printout Agreement-Professional Research Consultants](#)

Body

FISCAL IMPLICATIONS

The recommended action would not require adjustment to the Santa Clara Valley Medical Center (SCVMC) FY 2018-19 Adopted Budget. The annual amount of the five-year agreement is \$839,000 for a total of \$4,195,000 over five years. The funding needed for the recommended action is similar to current-year expenditure for patient satisfaction surveys and is included in the appropriation for services and supplies. This expenditure is necessary to comply with obligations under the Centers for Medicare and Medicaid Services Incentive Plan.

CONTRACT HISTORY

None. This is a new contract proposed for approval by the Board of Supervisors based on the Request for Proposals (“RFP”) as more fully described in the Reasons for Recommendation.

The Santa Clara Valley Health & Hospital System (SCVHHS) has had previous contracts and amendments with Professional Research Consultants, Inc. (PRC) with the most recent amendment effective April 2018.

REASONS FOR RECOMMENDATION

SCVMC requires the assistance of a contractor to perform patient satisfaction and experience surveys.

In accordance with the Board of Supervisor's policy for entering into agreements, SCVMC is requesting approval of the Agreement with PRC for the period of January 1, 2019 through December 31, 2021 with two one-year extension options. Approval of a retroactive agreement is requested to maintain continuity in the performance of these required patient experience surveys.

SCVHHS placed an RFP for these services on the Master Acquisition List (Report 85159 #648) to notify the Board of the Request for Proposals ("RFP"). The release was approved by the Board of Supervisors on February 28, 2017.

The purpose of the RFP was to invite qualified vendors with significant experience to conduct patient satisfaction and patient experience survey services in English, Spanish, and Vietnamese for SCVHHS.

On June 13, 2017 the SCVHHS Contract Solutions Department released an RFP for Patient Satisfaction and Patient Experience Survey Services, Bid Number – RFP-HHS-FY17-0250. This RFP was posted on the County's Internet via BidSync.com.

On the due date, July 18, 2017, SCVHHS Contract Solutions Department received three (3) proposals. The Evaluation Committee scored the proposals individually, met as a group to review, discussed the scoring, and came to a consensus on the final score for each offeror. It was the consensus of the Evaluation Committee to recommend entering into contract negotiations with the top ranked vendor. The decision was based on their experience providing the services to large companies, their various innovative methodologies to get services completed, and proposed low cost. It was also recommended that if negotiations did not work out with the top ranked vendor, the next highest ranked vendor, Professional Research Consultants, Inc., would be engaged.

During negotiations, it was discovered that top ranked vendor did not meet the privacy and security needs of the County. Negotiations were subsequently discontinued with first vendor. Based on the aforementioned recommendation from the Evaluation Committee, the SCVHHS Contract Solutions Department entered into negotiations with Professional Research Consultants, Inc.

No protests were received for this RFP. Professional Research Consultants Inc. has the required technology to allow SCVHHS to securely receive patient recorded responses and survey data to allow for quality assessment and improvement. Federal requirements for reimbursement of Medicaid expenses mandate that hospitals gather data on customer service and then track and trend the data. SCVMC is seeking approval of its contract with PRC in order to satisfy federal requirements on collection and tracking of customer service data. PRC has performed this service since April 2007.

These services support SCVMC's quality management and customer service goals by providing the collection, analysis, and evaluation of patient satisfaction data at both the aggregate and unit specific level. The evaluation of patient satisfaction data has enhanced the quality of services to patients and providers through better understanding of customer expectations and the integration of survey results with quality improvement activities. SCVMC is able to evaluate the effectiveness of its services, assess trends over time, and compare its performance to other similar health care systems, which ultimately lead to the identification of areas for improvements and the implementation of intervention and system changes.

This agreement is subject to the County's Surveillance Use Policies for Existing Technologies. Review of Surveillance Use Policy related to the PRC technology was on the Agenda of the November 29, 2018 Finance and Government Operations Committee (FGOC) meeting and is currently still in the review process with FGOC.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

BACKGROUND

The services provided by PRC support SCVMC's quality management and customer service goals by providing the collection, analysis, and evaluation of patient satisfaction and patient experience data at both the aggregate and unit specific level. The evaluation of patient satisfaction and patient experience data has enhanced the quality of services to patients and providers through better understanding of customer's expectations and the integration of survey results with quality improvement activities. SCVMC is able to evaluate the effectiveness of its services, assess trends over time, and compare its performance to other similar health care systems, which ultimately lead to the identification of areas for improvements and the implementation of intervention and system changes.

CONSEQUENCES OF NEGATIVE ACTION

Failure to approve this action may impact SCVMC's ability to collect patient satisfaction and patient experience data which would affect Public Hospital Redesign and Incentives in Medi-Cal (PRIME) payments for this data measure.

STEPS FOLLOWING APPROVAL

Upon approval, the Clerk of the Board will send a copy of the agreement to SCVHHS – Contract Solution Department, 2325 Enborg Lane, Suite 320, San Jose, CA 95128, Attn: Veronica Vargas Soliz.

Meeting History

Jan 15, 2019 9:30 AM Video **Board of Supervisors** **Regular Meeting**  **Draft**

RESULT: **APPROVED [UNANIMOUS]**
MOVER: Mike Wasserman, Supervisor
SECONDER: Cindy Chavez, Vice President
AYES: Mike Wasserman, Cindy Chavez, Dave Cortese, Susan Ellenberg, S. Joseph Simitian